



100 - Before GS Onsite Install

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Step 1 — Getting Additional Support



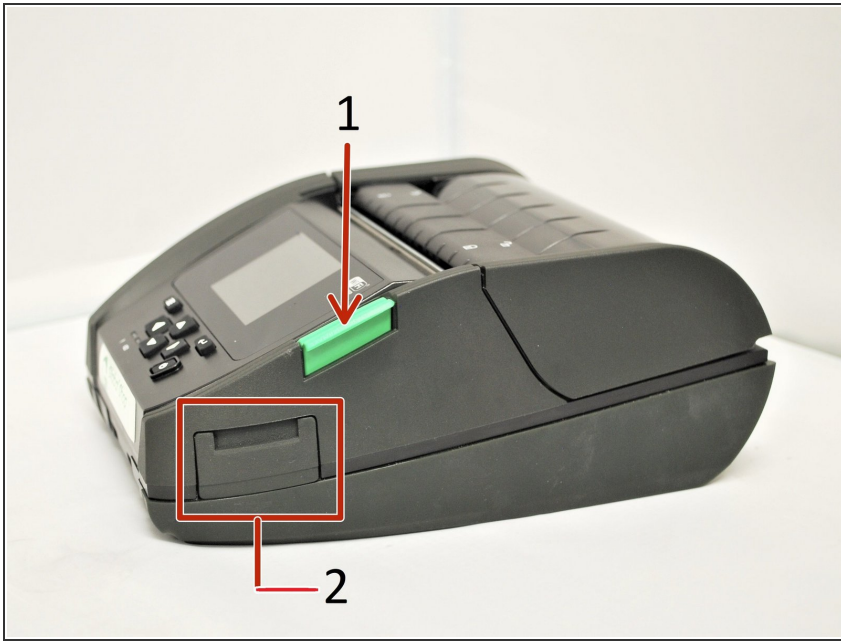
- Thank you for purchasing the GSS-LABEL-PTR-M!
- If any time during this guide you get lost or confused, please feel free to reach out to us at EMS for Support.
- You can book an appointment under '000 - Support,' or click [HERE](#).
- Service is Standard!

Step 2 — Verifying All Parts are in Your Order



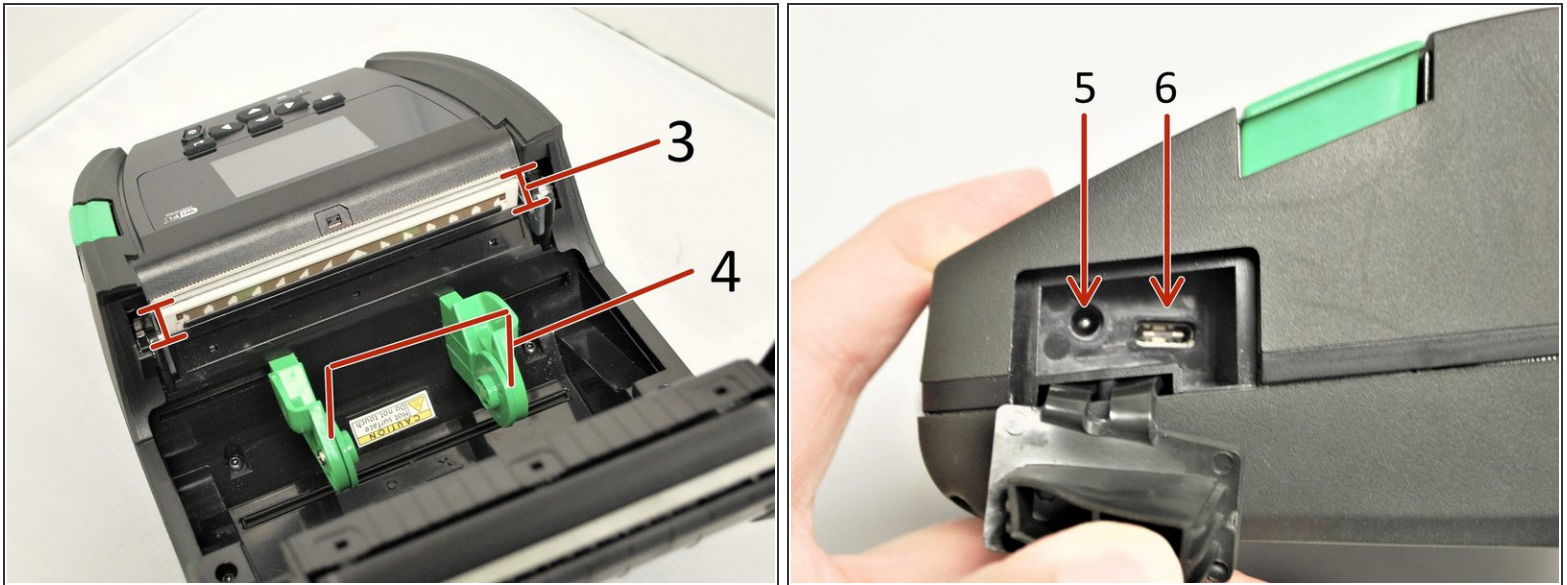
- A. One printer unit
- B. 4 rolls of black mark Direct Thermal labels (Two 4x6 and Two 4x2)
- C. One installation guide
- D. One extra battery
- E. One charging cable
- F. One USB cable
- F. One belt clip

Step 3 — Identifying External Printer Parts



- 1. Media Cover Release Button
- 2. Interface Cover

Step 4 — Identifying Internal Printer Parts & Side Ports



 To open the printer, press down on the green media cover release button on the right side of the printer. The lid is spring loaded, and should pop open.

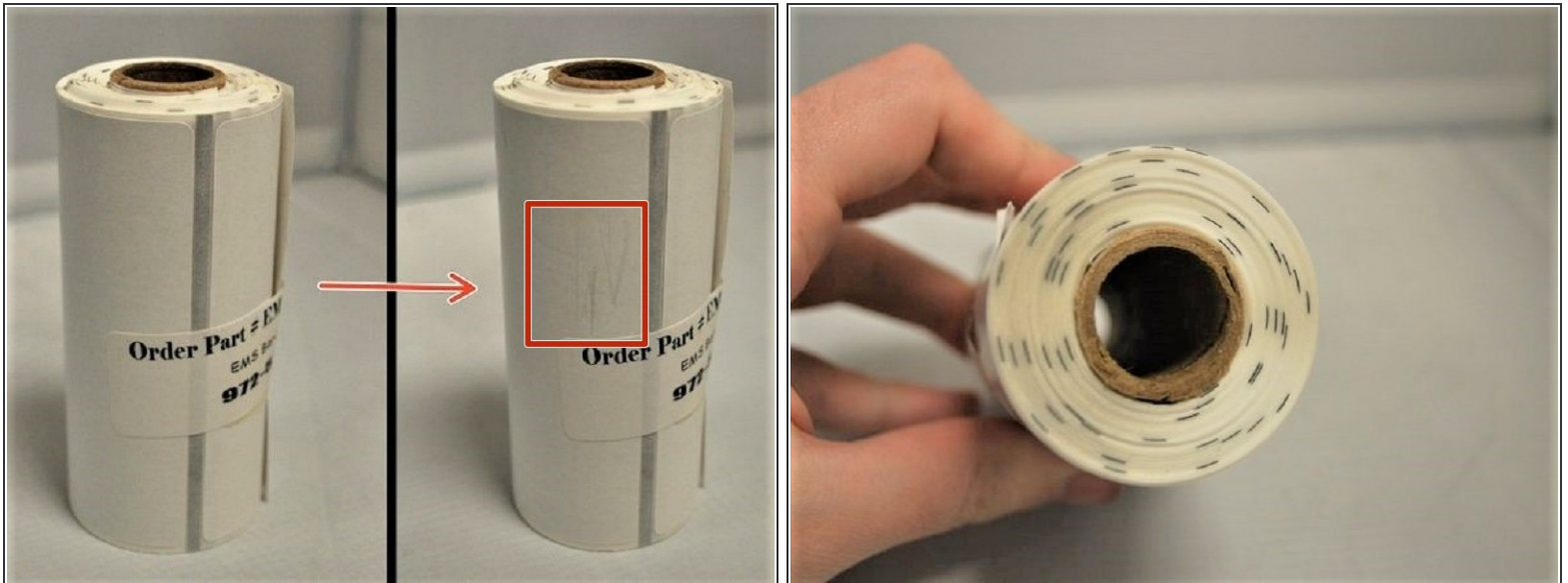
- 3. Print Head
- 4. Media Holder
- 5. Power Jack
- 6. Type C Interface

Step 5 — Charging the Printer



- Open the rubber interface cover on the right side of the printer.
 - Connect the charging cable to power, and then plug it into the DC port of the right.
 - The power indicator LED should show an amber color while charging. Once fully charged, the LED will turn off.
- ⚠ **DO NOT** turn the printer on without the labels being loaded first. Loading the labels will be covered in Steps 6-9.

Step 6 — Check Labels



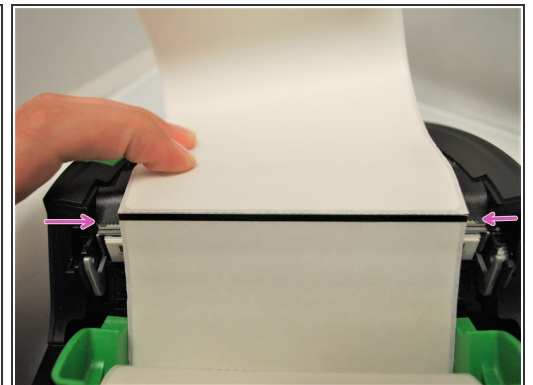
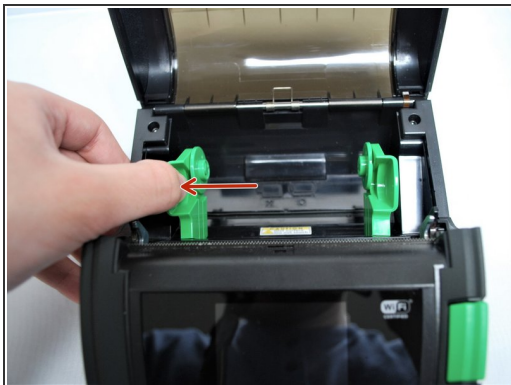
- Make sure the labels you have are the direct thermal printing type, and that they have a black mark between each label.
- Check that the labels are direct thermal (DT) by lightly scratching the paper surface of one label. DT labels will show a light grey mark when scratched.
- You should be able to see the black marks from the outside of the roll as dark grey stripes that run from end to end. You can also see them by looking at one end of the roll.

Step 7 — Open the Printer



- Open the printer by pressing down on the green media cover release button on the right side of the printer. The lid is spring loaded, and should pop open.
- Remove the printer info sheet, if present, and make sure the media bay is clear.

Step 8 — Load Labels



- With one hand, pull the media holder open, and with the other hand load the roll of labels.
- Make sure that the labels are loaded in the correct orientation.
 - Pull the leading edge of the labels down, past the front of the printer. The black mark between labels should face upwards, and the actual labels should be face-down, facing the printhead.
 - Pull through until the leading edge of one label is even with the tear-off edge (pink arrows).

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Step 9 — Close the Printer



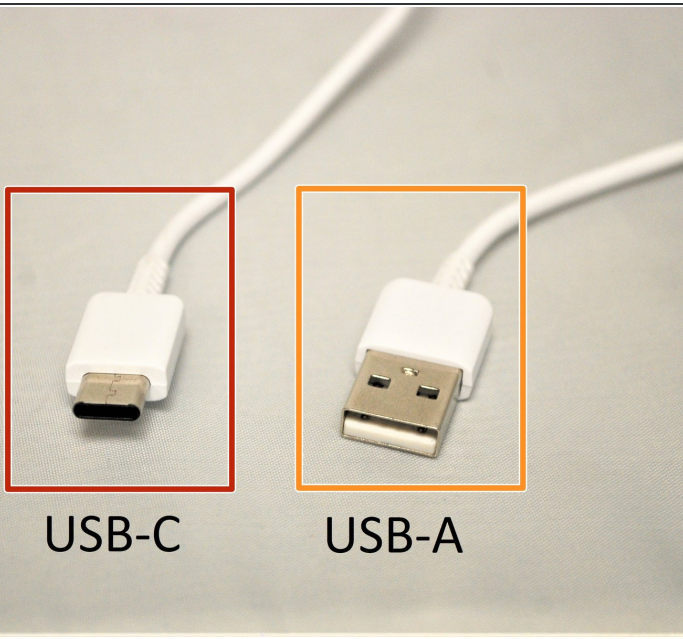
- Close the lid, pressing down firmly on both sides to make sure the lid shuts all the way.
- It should snap into place, and sit flush with the rest of the printer.

Step 10 — Preparation



- Place the printer on a flat, stable surface.
- Take the plastic film off of the printer, and get the cables out of their packaging.

Step 11 — Identifying the Cables



- USB-C

- USB-A

ⓘ The USB-C and USB-A are two ends of the same cable. The USB-C to USB-A cable is only used for initial set-up and support. It should **NOT** be used for other purposes.

Step 12 — USB Connection



- Plug the USB-C into the printer's USB interface behind the Interface Cover.

- Plug the USB-A into your computer/laptop's USB port.

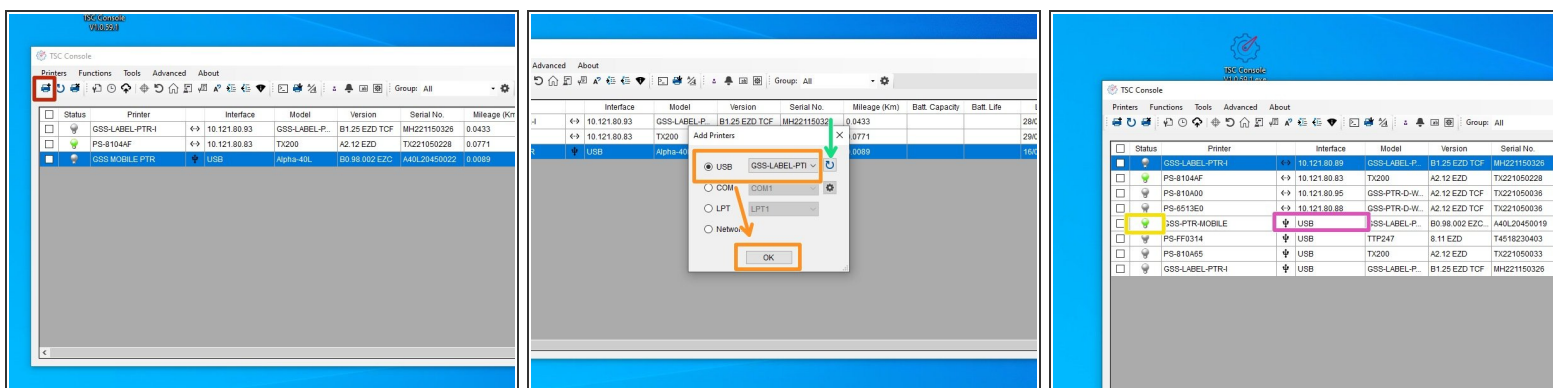
ⓘ To correctly identify the USB-C from the USB-A, please refer to the last step.

Step 13 — Powering On



- Press and hold the power button to turn on the printer.
- ⓘ The printer will then 'beep' and calibrate.

Step 14 — USB Connection



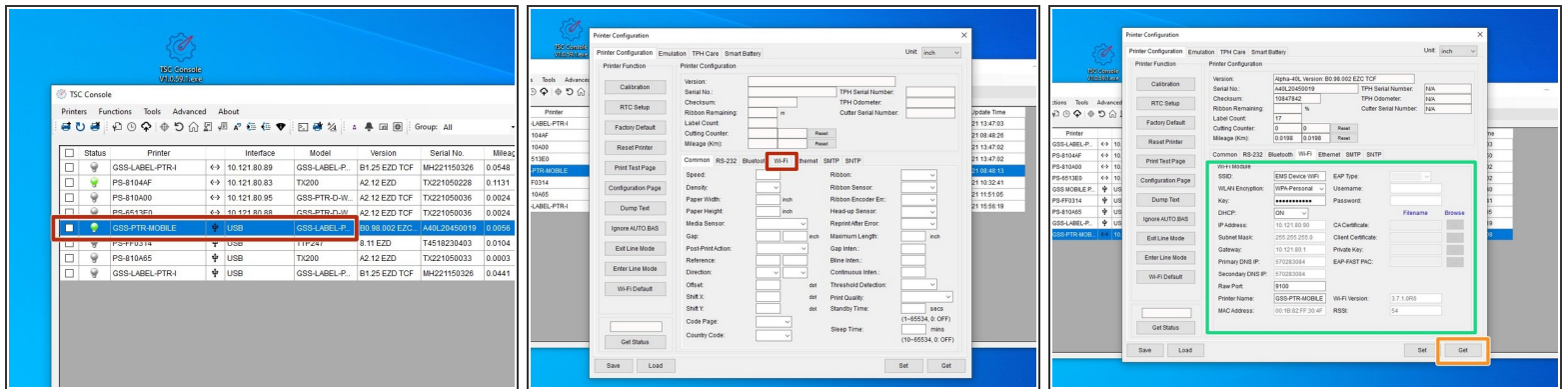
- Now that the USB-C is connected and the Printer is on, you will be able to connect to the printer in the GSS Certified Printer Tool.
- To download the GSS Certified Printer Tool, click [HERE](#).
- Select "Add Printers" shown by the red box.
- Confirm that 'USB' is selected. The drop down next to it should read 'GSS-PTR-MOBILE.' These are both shown by the orange box. Click 'OK'
 - ① If the printer does not appear in the dropdown, click the "Refresh USB List" button shown by the green arrow. If it still does not appear, try turning off the printer, waiting a moment for it to fully power off, then powering it back on and repeating this step.
- Under status, a green bulb will appear for the printer when it is online, and it will turn grey when it turns offline.
- Under 'Interface,' it should read as USB and the USB symbol will appear to the left of it

Step 15 — Assigning a Static or DHCP Reserved IP Address



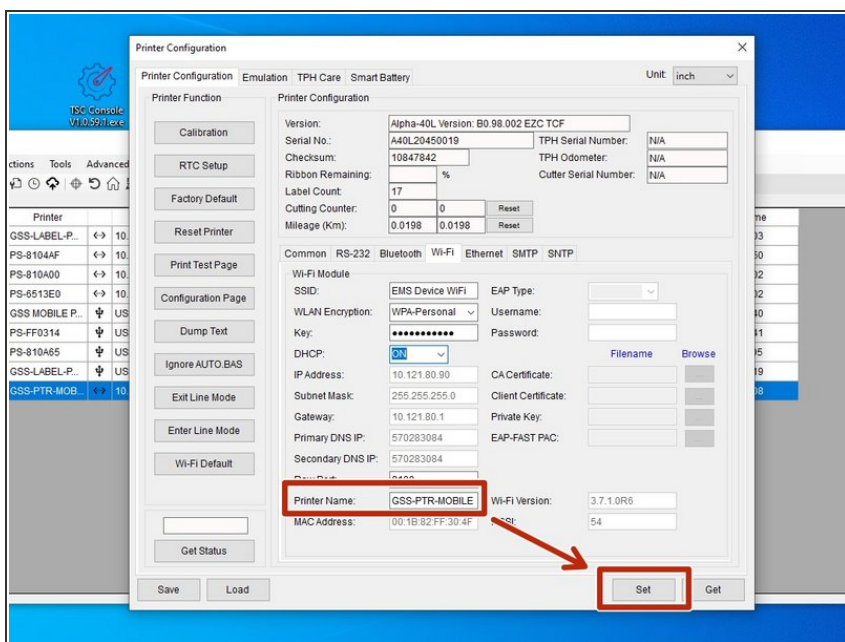
- ⚠ For labels to be sent to this printer, the device will have to be connected to your network and be given an IP address. For the best results, this IP address should never be changed. To do that, **if you are not IT, you will need to get the IT department involved for the following steps.**
- There are two ways to set an IP address. The first way is through DHCP reservation, and the second is by assigning a static IP address.
 - DHCP reservation begins with an IP address being given to a device automatically. Then, the IT department can indefinitely reserve the IP & MAC addresses so that no other device, current or future, will ever be given that specific IP address.
 - A static IP can be given to you by the IT department, then manually typed into the printer. This method will also keep the IP address from ever being used for another device.
 - Both the Static and DHCP reservation methods will be covered in this guide, along with how to see the IP & MAC addresses.

Step 16 — Navigating to Wi-Fi



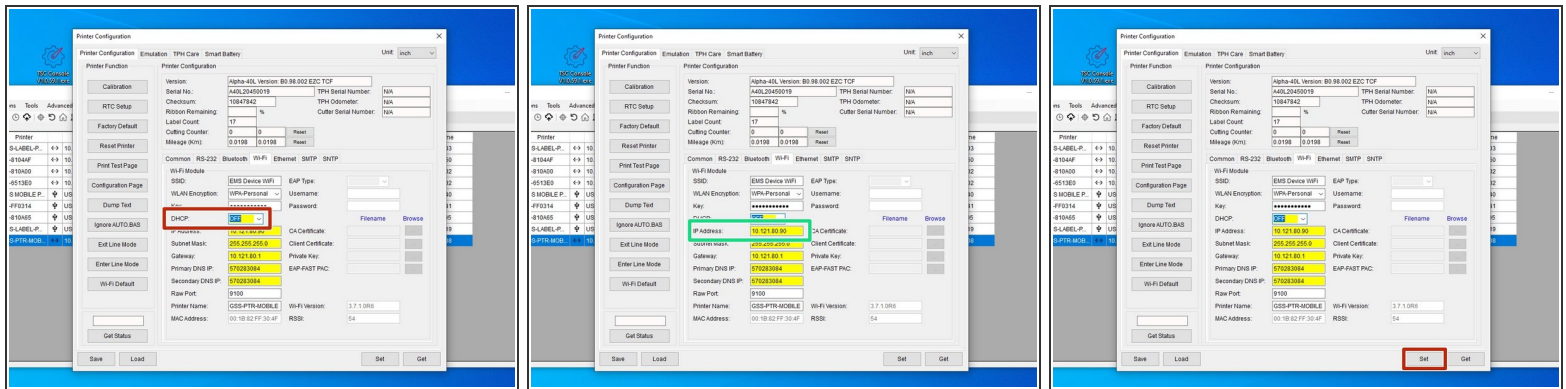
- Double click the printer name, 'GSS-PTR-MOBILE,' to open up the Printer Configuration Menu.
- In the Printer Configuration Menu select the 'Wi-Fi' tab in this menu.
- Click on 'Get' in the bottom right hand of the pop up, shown by the orange box.
- Click on 'Get' in the bottom right hand of the pop up, shown by the orange box.

Step 17 — Changing the Printer's Name



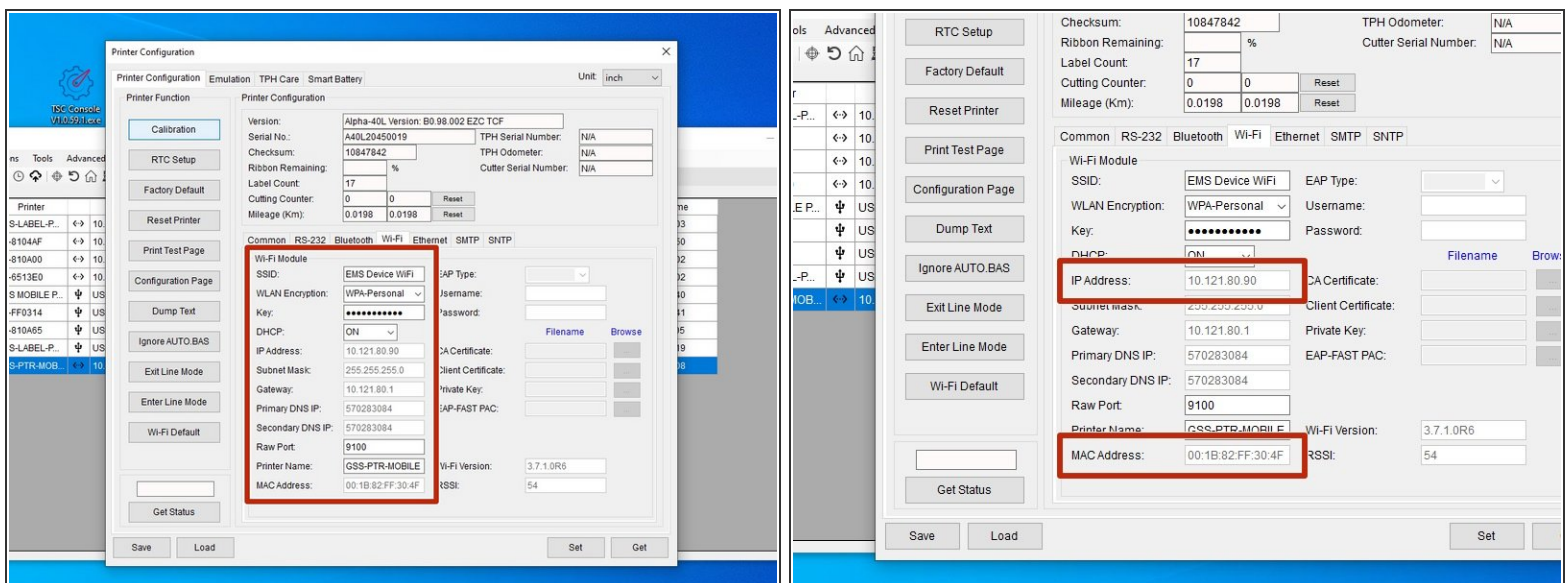
- You may change the printer's Wi-Fi name in this menu.
- ① Set the printer's name to anything you want that's simple and easily understood. For example, GSS-PTR-TST for Global Shop Solutions Printer Test.
- ⚠ There is a character limit of 15 characters for the name. If there are more than 15 characters, the printer name will not be applied.
- If you changed the name, apply this change by clicking 'Set' next to the 'Printer Name' text box.
- After you click 'Set,' the printer will restart. This is normal.

Step 18 — Changing the Printer's IP via Wi Fi



- On the 'Wi-Fi' tab, turn DHCP 'off.'
- ❗ Refer to Steps 1 & 2 on how to get to the 'Wi-Fi' options if necessary.
- You can now change the IP to whatever you need it the 'IP Address' text box shown by the green box in picture 2.
- If IT gave you a static IP address, enter that number into the IP address box
- Once you create your new IP, click 'Set' on the bottom right.
- *After you click 'Set,' the printer will restart. This is normal.*

Step 19 — Identifying the IP & MAC address for DHCP Reservation



- These two addresses are what IT needs for a DHCP Reservation.

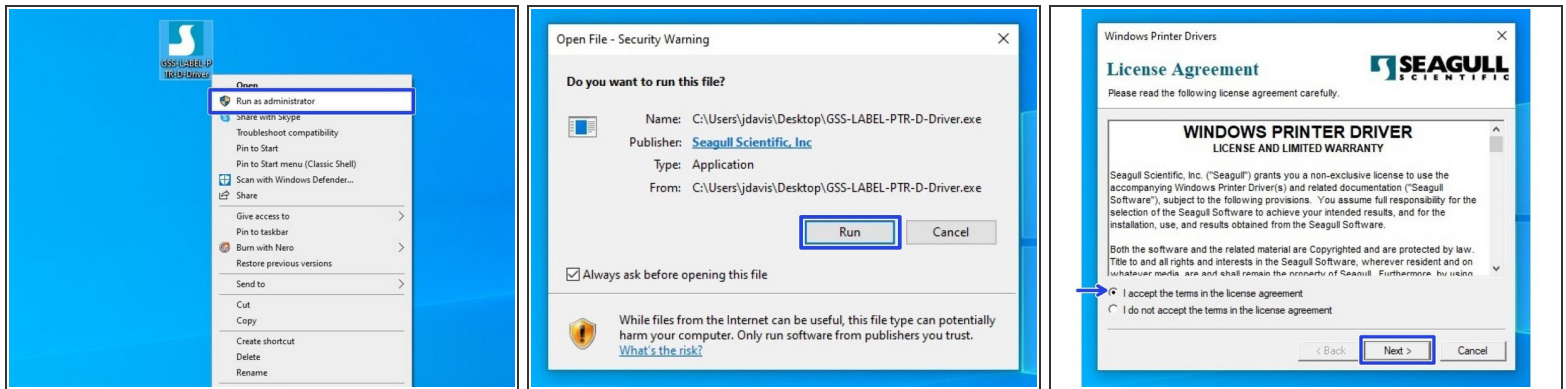
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Step 20 — Loading the Printer Drivers



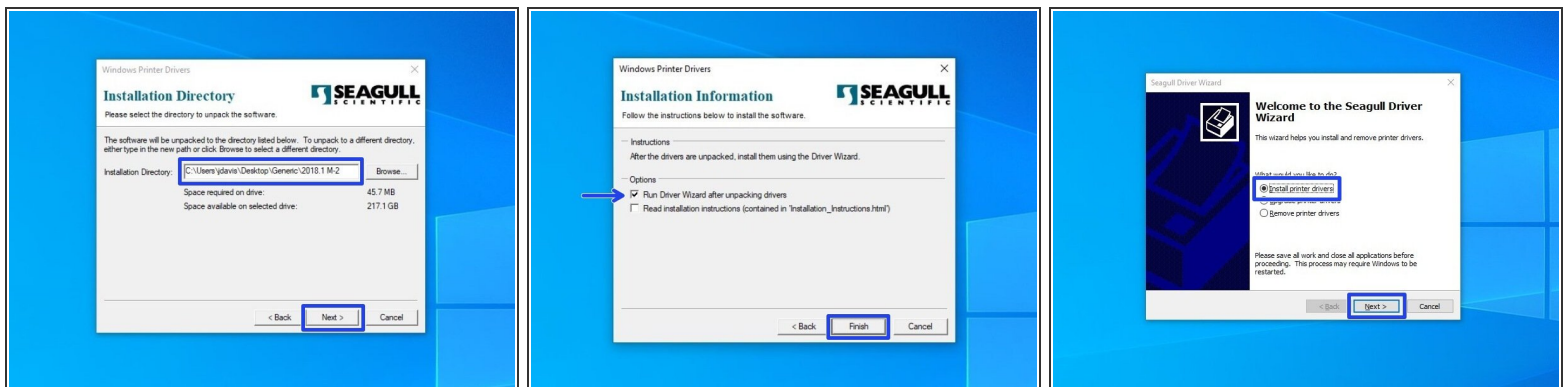
- These next steps will cover how to load the printer drivers on the GSS DB server, either by you or by your GlobalShop Rep. You only need to install the drivers once. If you are unsure what to do, please wait for your GlobalShop Rep to help.
- Printer driver link can be found [HERE](#).
- If you are waiting for your GSS Representative to install printer drivers on the server, then skip to Step X or click [HERE](#).
- When looking for this printer in the driver, you will use this printer name: **PR40**

Step 21 — Installing via Network Pt.1



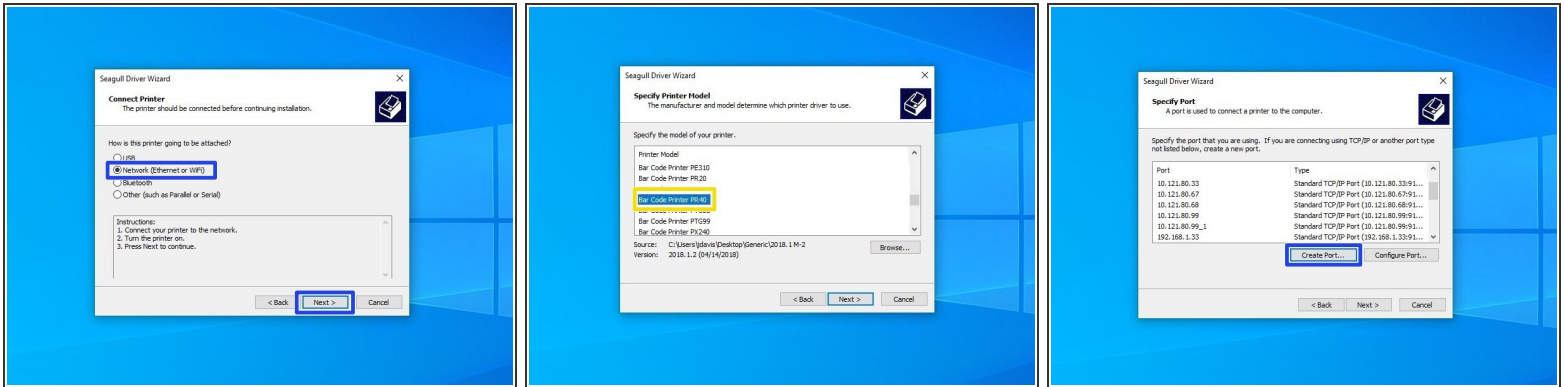
- After downloading the driver program, right click the program and click "Run as Administrator."
- While downloading and initializing the software, you may encounter slightly different pop-ups. This depends on your Admin Privilege on the device you are using.
- Review the EULA. If you agree to the terms of use, select the appropriate response and press the "Next" button.

Step 22 — Installing via the Network Pt.2



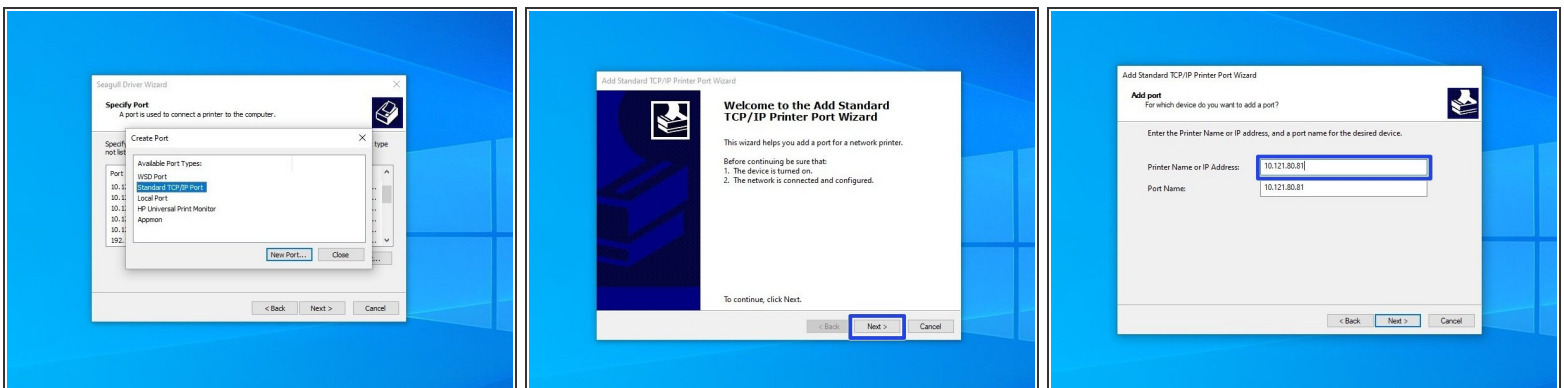
- Review the installation destination, and change if desired. Click "Next" to continue.
- Choose to "Run Driver Wizard..."; the second option is not necessary. Then select "Finish."
- After installation is completed, the Driver Wizard will start. Choose the option to "Install printer drivers" and click "Next."

Step 23 — Installing via the Network Pt.3



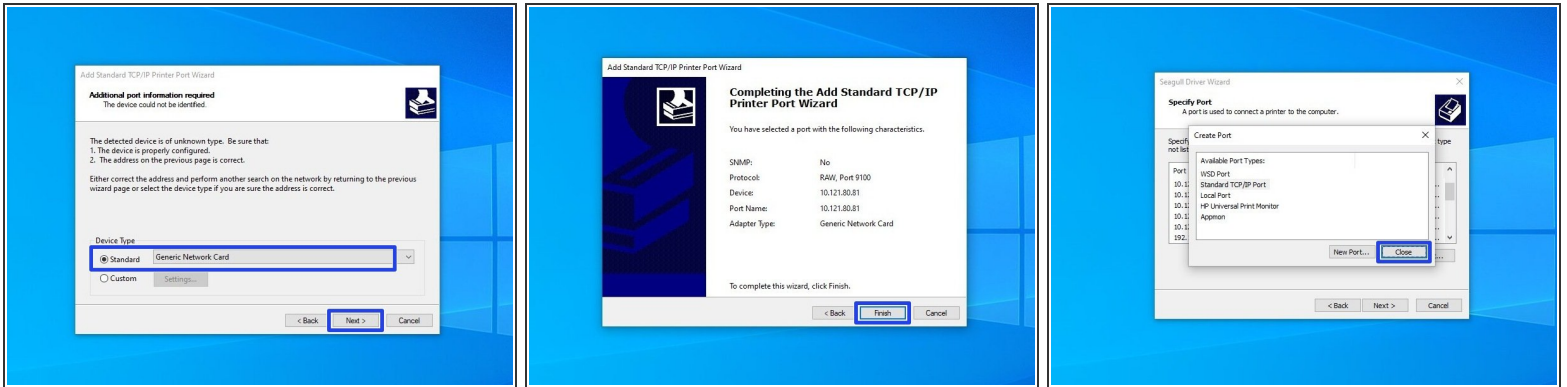
- Choose the option for "Network (Ethernet or WiFi)," then click the "Next" button.
- Scroll down until you find the Printer Model "**Bar Code Printer PR40.**" Click on it, and while it is highlighted, click the "Next" button.
- Select the option to create a port.

Step 24 — Setting a Port Pt.1



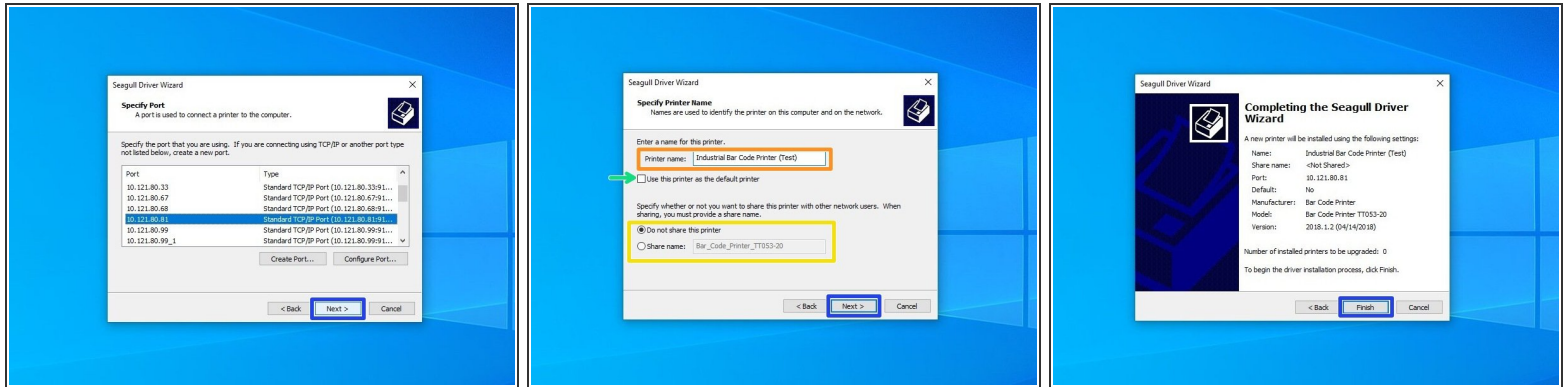
- Select "Standard ICP/IP Port," and then click "New Port."
- Make sure the printer is turned on, connected to the network, and configured, then select "Next." If you've followed our other guides so far, you should be good.
- In the Printer Name box, type the printer's IP address. It should automatically fill in the same number in the field for Port Name. Hit "Next."

Step 25 — Setting a Port Pt.2



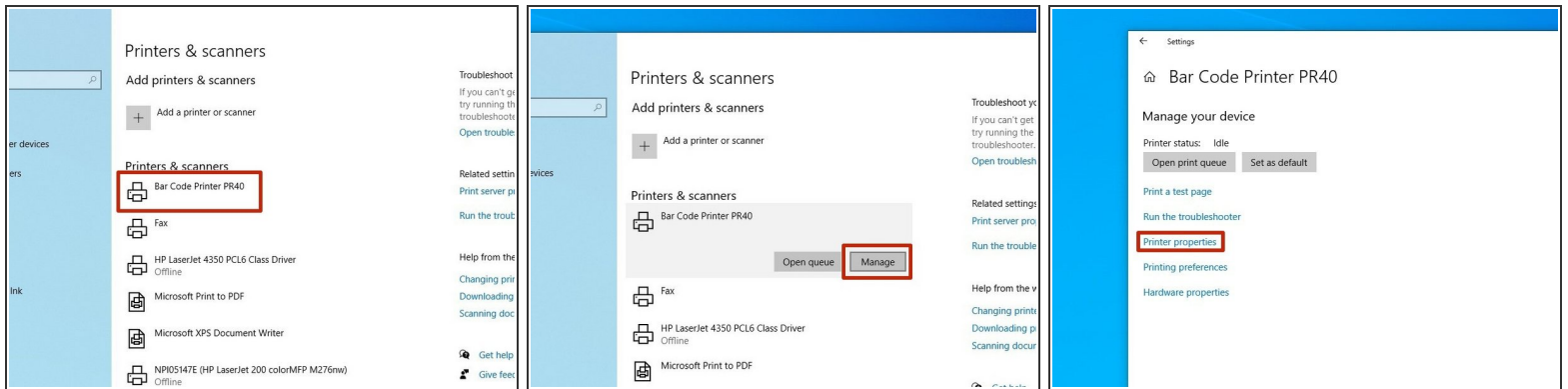
- Select the option for "Standard" device type, and from the drop-down menu select "Generic Network Card" - this is the built-in network card of the printer. Then hit "Next."
- Review the selections, then hit "Finish."
- Once the wizard is one making the port and closes, click "Close" to close the "Create Port" window as well.

Step 26 — Setting a Port Pt.3



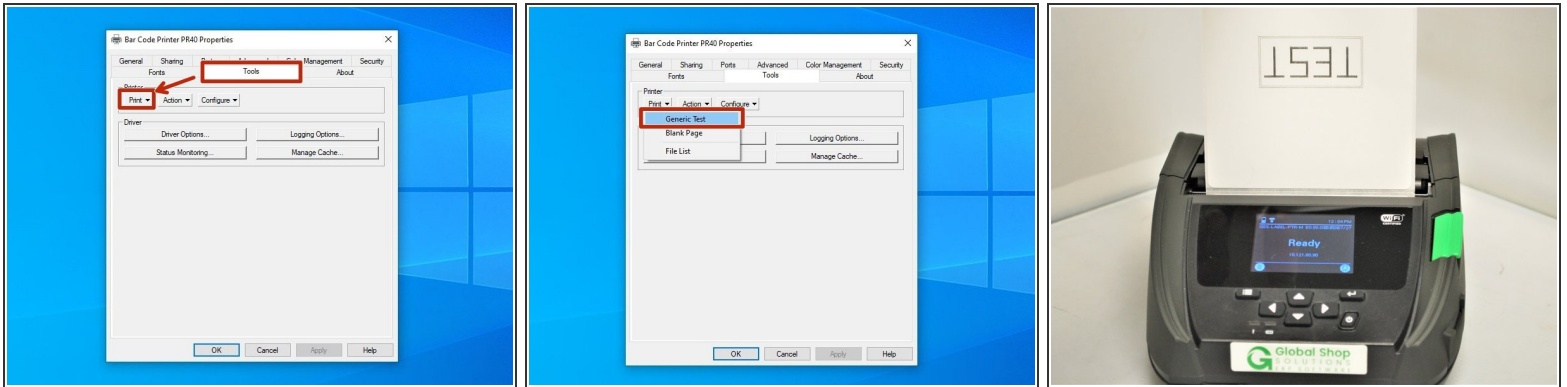
- Select the new port you just made, and hit "Next."
- There are some options that can be customized before installation of the driver. You can choose to rename the printer (Orange). Hit "Next" when you've made your choices.
- ⚠ For standard setup, we recommend **against**:
 - *Setting the printer as default printer (green).*
 - *Sharing it (yellow).*
- If you do not know what these settings do, please **do not edit them**.
- Confirm setup option before pressing "Finish". If anything needs to be changed, press "Back".
- ⓘ *You may receive a Security Warning from Windows. If you do, choose the option to "Install".*

Step 27 — Testing the Port Pt.1



- Search for 'Printers & Scanners' in the Windows taskbar search bar.
- Confirm that the selection looks like the first picture, and hit "Open."
- Click on the printer you set up in the previous guides.
- In this case, I named the printer "Bar Code Printer PR40."
- Select the "Manage" option.
- Select the "Printer Properties" option.

Step 28 — Testing the Port Pt.2



- Select the "Tools" tab at the top of the new window.
- Click on the drop-down menu labeled "Print" in the "Printer" section.
- Select "Generic Test" from the list of options.
- This should print a test label, which should look like the example image.
 - ❗ If no page printed, check that the roll of labels is loaded correctly, and that the correct printing options are selected.
- The Printer is now successfully communicating with the driver.

Step 29 — Printing the Configuration Page for GS Representatives



- Select the 'Menu' on the home screen of the printer
- Choose 'Diagnostic'
- Select 'Print Config'

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Step 30 — Checking the Labels



- Once it is done printing, you will then have the three labels shown in Image 1 from the Test Print and the Configuration Print.
- Congratulations! You have now successfully set up your new GSS-LABEL-PTR-M!